

**Zeman, Mary**

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**From:** Raffensperger, Linda  
**Sent:** Wednesday, June 04, 2003 3:34 PM  
**To:** Zeman, Mary  
**Subject:** FW: searching for a manual  
Mary,

I'm afraid they aren't able (willing?) to help with getting the 1999 manual.

Sorry we couldn't assist you on this one.

Linda

-----Original Message-----

**From:** sheldon@dnastar.com [mailto:sheldon@dnastar.com]  
**Sent:** Wednesday, June 04, 2003 3:22 PM  
**To:** Raffensperger, Linda  
**Subject:** Re: searching for a manual

Hello Linda,

Thank you for your email. Unfortunately we do not have any of the older manuals, as that is from several years ago. That patron may wish to simply upgrade their package, and they will receive a new manual with the upgrade. Sorry that I could not be of more assistance.

Regards,

Sheldon

At 01:55 PM 6/4/2003 -0500, you wrote:

Begin forwarded message:

From: "Raffensperger, Linda" <Linda.Raffensperger@USPTO.GOV>  
Date: Wed Jun 4, 2003 1:07:49 PM America/Chicago  
To: <info@dnastar.com>  
Subject: searching for a manual

Hello,

I am a librarian at the United States Patent & Trademark Office, located in Arlington, VA. I'm trying to find a copy of a Lasergene Manual from 1999 for a patron. Do you hold older manuals, and can we purchase one? The cite just reads "Lasergene99 v4.0". If it is a multi-volume set we would be happy to purchase the whole set if necessary.

Please let me know if you can help.

6/4/03

Thank you very much,  
Linda  
Linda Raffensperger  
Supervisory Librarian, Reference Delivery Branch  
Scientific and Technical Information Center  
US Patent and Trademark Office  
Arlington, VA  
ph (703) 308-4475  
fx (703) 305-3585

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Sheldon Garrison  
Technical Software Consultant  
DNASTAR, Inc.

1228 South Park Street  
Madison, WI 53715  
Phone: (608) 258-7420 X: 41  
Fax: (608) 258-7439  
email: [sheldon@dnastar.com](mailto:sheldon@dnastar.com)  
Web: <http://www.dnastar.com>

**Zeman, Mary**

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**From:** Raffensperger, Linda  
**Sent:** Wednesday, June 04, 2003 2:16 PM  
**To:** Zeman, Mary  
**Subject:** FW: Product Manual Request "Lasergene" from DNASTar, 09/961058

Hi Mary,

We will try to locate a copy of the Lasergene manual for 1999. Normally, if the company still holds the older copies, you don't need to also purchase the software. It's usually just a matter of whether or not they have any copies that they are willing to part with.

I'll let you know when I get a response from DNASTar.

Regards,  
Linda  
Linda Raffensperger  
Chief, Reference Delivery Branch  
Scientific and Technical Information Center  
US Patent and Trademark Office  
Arlington, VA  
ph (703) 308-4475  
fx (703) 305-3585

-----Original Message-----

**From:** STIC-Biotech/ChemLib  
**Sent:** Wednesday, June 04, 2003 1:20 PM  
**To:** STIC-ILL  
**Subject:** FW: Product Manual Request "Lasergene" from DNASTar, 09/961058

-----Original Message-----

**From:** Zeman, Mary  
**Sent:** Wednesday, June 04, 2003 1:19 PM  
**To:** STIC-Biotech/ChemLib  
**Subject:** Product Manual Request "Lasergene" from DNASTar, 09/961058

Would it be possible to obtain the product manual for the "Lasergene" software from DNASTar? I have a reference from 2000, that cites "Lasergene99 v4.0", and explains many features, but I need more detail for my particular case. It is this particular version I am interested in, as well as a publication date for the manual for this version.

I tried to see if I could download the manual from their website, but it appears you need to be a customer to have access to that information.

<http://www.dnastar.com>

If it is exceedingly expensive, or we would have to buy the software to get the manual, I can probably live without it, but I think the manual would make a stronger basis for my rejection.

Thanks,

Mary Z  
Mary K. Zeman  
Primary Examiner, 1631  
305-7133  
CM1 12A17  
mailbox: CM1 12D01